

DTS Customer Council

Meeting Minutes

October 31, 2007

I. Call to order

P.K. Agarwal called to order the kick-off meeting of the **DTS Customer Council** at **2:30 p.m. on October 31, 2007 in the Big Sur Conference Room at the Cannery office.**

II. Roll call

Attendees: P.K. Agarwal, Mitzi Higashidani, Kathy Saito, Dennis Dearbaugh, Ann Barsotti, Debra Gonzales, Frank Werry, Dale Jablonsky, Janice Hanson, Joe Panora, Ron Nabity, Joan Obert (Lawrence Troxler), Carlos Ramos, Mitzi Houston, Melissa Matsuura, and Jim Hanacek

III. Approval of Meeting Minutes of 9/21/07

The minutes were approved by the Council.

IV. Rate for Exam Lists

Melissa went over the rate exam cost. DTS will invite a State Personnel Board staff person to one of the future Council meetings to discuss exams.

V. Benchmarking of DTS Network Rates

Melissa stated that DTS has consultants on board to review our service platforms. As DTS receives results from the consultants, the updates will be shared with the Council.

VI. DTS 2010 Meeting Departmental and Constituent Expectations

Alan Criswell presented the Service Continuity Mainframe Services. It provides failover Disaster Recovery (DR) for customers using DTS mainframe services by implementing mainframe system storage capacity to enable replication, providing 4 to 8 hour operational recovery of mainframe services, enabling ongoing testing capability, and providing all procedural and processes necessary to ensure ongoing synchronization of data center mainframe environments between the two sites. DTS will send out requests for departmental participation in DR testing Workgroup and conducting a DTS technology day on this subject for the DTS universe of customers.

DTS 2010 Meeting Departmental and Constituent Expectations (cont'd)

Steve Huff presented the Enterprise Storage. The objectives are to reduce costs by creating single common storage architecture by implementing centralized storage and backup service, reducing manual tape handling by 99%, implementing operational and disaster recovery through off-site replications, offer long term retention to meet legal mandates such as e-Discovery and Sarbanes Oxley through disk archiving, and create tiered storage with different features and rates. The benefits are to scale to meet customer growth requirements, consolidate and simplify rate structure for customers through a tiered storage offering, provides OR and DR as an integral part of the service and lowers costs and better service to customers.

Dennis Dearbaugh presented Service Continuity Open Systems. This system will provide failover capability and minimize service outage. It allows each of the two campuses to act as a hot site for the other campus, disaster recovery using a platform approach, implement capability to relocate data at each campus to serve as an off-site storage location, and minimize the amount of in flight or in process data that is lost. DTS would like to have a task force that would include customers and DTS staff to discuss OR/DR failover. A separate meeting with Janice Hanson, Dale Jablonsky, Debra Gonzales and Carlos Ramos along with DTS staff will be scheduled.

VII. Future Agenda Items

Invite State Personnel Board Staff to a future meeting.

Adjourned at 4:30 p.m.